



**ALABAMA RELAY SERVICE**  
**May, 2001**

**COMPLAINTS**  
**Description of Complaints**

**NOTHING TO REPORT.**

# **DELAWARE RELAY SERVICE**

## **May, 2001**

**COMPLAINTS**  
**Description of Complaints**

**NOTHING TO REPORT.**

# **GEORGIA RELAY SERVICE**

## **May, 2001**

### **COMPLAINTS**

#### **Description of Complaints**

**TTY**      **May 8, 2001**

The customer complained the CA did not remain transparent during the call.

**Escalation:** Received by the Washington, D.C. Relay Center, and handled by the National Customer Care Center.

**Resolution:** Apologized for the inconvenience.

**Contact Closed:** May 9, 2001

**MAINE RELAY SERVICE**  
**May, 2001**

**COMPLAINTS**  
**Description of Complaints**

**NOTHING TO REPORT.**

# MISSISSIPPI RELAY SERVICE

## May, 2001

### COMPLAINTS

#### Description of Complaints

##### V May 9, 2001

The customer complained the CA had not relayed the call verbatim.

**Escalation:** Received and handled by the National Relay Center, New Castle.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** May 9, 2001

##### V May 29, 2001

The customer complained he had difficulty reaching the relay service.

**Escalation:** Received via the Relay Customer Service Fax line, and handled by the National Customer Care Center.

**Resolution:** Apologized, and explained we do work to ensure calls are answered quickly.

**Contact Closed:** May 31, 2001

# **NEW JERSEY RELAY SERVICE**

## **May, 2001**

### **COMPLAINTS**

#### **Description of Complaints**

##### **TTY      May 3, 2001**

The customer complained about the CA's typing skills.

**Escalation:** Received and handled by the National Relay Center, New Castle.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** May 3, 2001

##### **TTY      May 15, 2001**

The customer complained about the CA's typing.

**Escalation:** Received and handled by the National Relay Center, New Castle.

**Resolution:** Apologized for the inconvenience.

**Contact Closed:** May 15, 2001

##### **TTY      May 23, 2001**

The customer complained she had to wait a long time to reach a CA. Once she reached a CA, he/she did not follow her instructions.

**Escalation:** Received and handled by the National Relay Center, New Castle.

**Resolution:** Apologized for the inconvenience, and explained answer/wait time.

**Contact Closed:** May 23, 2001

# **NON-AT&T STATE RELAY SERVICE**

## **May, 2001**

### **COMPLAINTS**

#### **Description of Complaints**

**TTY      May 9, 2001**

The customer reported that when calling the 900 Relay Services no one answered.

**Escalation:** Received and handled by the National Relay Center, New Castle.

**Resolution:** Apologized and suggested the customer try his/her call again. Thanked the customer for reporting the problem.

**Contact Closed:** May 9, 2001



# **PENNSYLVANIA RELAY SERVICE**

## **May, 2001**

### **COMPLAINTS**

#### **Description of Complaints**

**TTY May 9, 2001**

The customer had several complaints including the CA's typing, long wait times, and the CA not keeping her informed of the progress of the call.

**Escalation:** Received via the Relay Website, and handled by the National Customer Care Center.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** June 4, 2001

**V May 18, 2001**

The customer complained he/she had to wait a long time to reach a CA.

**Escalation:** Received and handled by the Pennsylvania Relay Center.

**Resolution:** Apologized for the inconvenience.

**Contact Closed:** May 18, 2001

**PUERTO RICO RELAY SERVICE**  
**May, 2001**

**COMPLAINTS**  
Description of Complaints

**NOTHING TO REPORT.**

# **RHODE ISLAND RELAY SERVICE**

## **May, 2001**

**COMPLAINTS**  
**Description of Complaints**

**NOTHING TO REPORT.**

**TENNESSEE RELAY SERVICE**  
**May, 2001**

**COMPLAINTS**  
**Description of Complaints**

**NOTHING TO REPORT.**

# **VERMONT RELAY SERVICE**

## **May, 2001**

### **COMPLAINTS**

#### **Description of Complaints**

**TTY**      **May 16, 2001**

The customer complained he had to wait a long time to reach a CA.

**Escalation:** Received and handled by the account manager.

**Resolution:** Documented for reporting purposes.

**Contact Closed:** 06/20/01

**VIRGIN ISLANDS RELAY SERVICE**  
**May, 2001**

**COMPLAINTS**  
**Description of Complaints**

**NOTHING TO REPORT.**

# **VIRGINIA RELAY SERVICE**

## **May, 2001**

### **COMPLAINTS**

#### **Description of Complaints**

**TTY**      **May 14, 2001**

The customer complained the CA had not relayed the call verbatim.

**Escalation:** Received and handled by the Virginia Relay Center.

**Resolution:** Apologized for the inconvenience, and assured the customer a report would be filed.

**Contact Closed:** May 14, 2001

# WASHINGTON, D.C. RELAY SERVICE

## May, 2001

### COMPLAINTS

#### Description of Complaints

#### TTY May 19, 2001

The customer complained the CA did not relay the recorded message accurately.

**Escalation:** Received and handled by the National Relay Center, New Castle.

**Resolution:** Re-dialed the number and relayed the entire message.

**Contact Closed:** May 19, 2001

#### V May 20, 2001

The customer complained about receiving numerous relief CAs in a short period of time.

**Escalation:** Received and handled by the National Relay Center, New Castle.

**Resolution:** Apologized for the inconvenience.

**Contact Closed:** May 20, 2001



**WEST VIRGINIA RELAY SERVICE**  
**May, 2001**

**COMPLAINTS**  
Description of Complaints

**NOTHING TO REPORT.**